



**Town of Colchester
Parks and Recreation Department**

Position: Recreation Center Associate

Department: Parks and Recreation

Reports to: Recreation Center Manager

Created: September 2024

Classification: Non-Exempt, Part-time

Job Function:

Under the direction of the Recreation Center Manager, Recreation Center Associates welcome and assist members and patrons of the Colchester Recreation Center. This position requires great customer service skills and the ability to assist visitors with memberships, daily activities, and other inquiries, and requires excellent punctuality and reliability.

Essential Functions:

- Provides a welcoming and friendly presence for all Recreation Center visitors.
- Assists with membership questions and purchases.
- Collects program registrations and payments.
- Conducts building tours for new members and visitors.
- Possesses the ability to multitask and takes initiative to complete assigned duties and responsibilities.
- Communicates any maintenance repairs to the Recreation Center Manager promptly.
- Understands and enforces safety policies and procedures, and promotes a safe work environment.
- Addresses any complaints or conflicts that arise professionally, and escalates to management, as needed.
- Attends monthly staff meetings.
- Completes daily building checklists, to include functions such as checking public spaces for cleanliness; performs cleaning functions, as needed.
- Follows Town policies and procedures.
- Maintains an organized workspace.
- Dresses appropriately, and maintains a professional appearance.
- Other duties, as assigned.

Minimum Qualifications:

- Must have at least two (2) years of experience working as a Front Desk Associate or in a similar customer service role. Experience within a fitness facility is preferred.
- Excellent customer service skills.
- Exceptional oral and written communication skills.
- Proficient in MS Office Suite, and/or G Suite; Knowledge of recreation software preferable.
- Must be team-oriented and enjoy working with others.
- Provides a positive and welcoming presence.
- Ability to successfully pass a background check.
- Must have a high school diploma or GED.

- Valid Driver's license.

Physical Requirements:

These are the physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee for the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

X Seeing	X Ability to move distances within and between facilities and offices	X Lifting (specify) 40 pounds
X Color Perception	X Climbing ability to mount and dismount equip.	X Carrying (specify) 40 pounds
X Hearing/Listening	X Pushing/Pulling	X Driving (local)
X Clear speech	X Typing	X Sitting
X Touching	X Standing	
X Dexterity		
X Hand		
X Finger		

Mental/Reasoning Requirements:

X Reading- Simple	X Writing- Complex	X Analysis/Comprehension
X Reading- Complex	X Clerical	X Judgement/Decision Making
X Writing- Simple	X Basic Math Skills	X Stress

Work Environment

___ Shift Work	X Outside	___ Pressurized Equipment
X Works Alone	X Extreme Heat	___ Moving Objects
X Works with others	X Extreme Cold	___ High Places
X Verbal Contact w/others	X Noise	___ Fumes/Odors
X Face to Face Contact	X Mechanical Equipment	___ Hazardous Materials
X Inside	___ Electrical Equipment	___ Dirt Dust

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is and "at will" position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make changes to functions or responsibilities at any time, with notice to employees and to make changes to functions or responsibilities at any time, with notice to employees of such changes.